

POSITION POSTING:	Massachusetts Teachers' Retirement System
FUNCTIONAL TITLE:	Technical Support Specialist III
LOCATION:	500 Rutherford Ave., Charlestown, MA 02129-1628
STARTING SALARY:	\$92,000 - \$97,000 - Salary commensurate with experience.
DATE OF POSTING:	February 3, 2022
APPLICATION DEADLINE:	Applicants will be considered on a rolling basis. Position will remain open until filled.

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 68,000 recipients and maintains and services retirement accounts for over 93,000 active members and 29,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from 420 local school districts.

GENERAL STATEMENT OF DUTIES

Under the general supervision of the Director and Assistant Director of Network Services, the Technical Support Specialist III is responsible for the following:

- Ensures maximum up-time and the efficient use of network operating systems, applications, servers, services, local area networks and other equipment through monitoring the infrastructure, network design, security administration, modifications, performance tuning, updates and repairs for MTRS's Local Area Network (LAN) and Wide Area Network (WAN.)
- Manages and supports MTRS's Microsoft Teams Telephone System and Hardware. Serves as primary contact resolving licensing, configuration and licensing related issues.
- Manages and supports MTRS's FXLogix VDI User Profile Management environment. Serves as primary contact resolving licensing, configuration and licensing related issues.
- Manages and supports MTRS's ETDR (Endpoint Threat Detection and Response) System CrowdStrike Falcon Complete. Serves as primary contact resolving licensing, configuration and licensing related issues.
- Maintains and supports the following MTRS Systems with vendor support contracts. Performs upgrades and maintenance of the following:
 - Windows File Server Administration
 - Barracuda Email Filter Software (BTEP)
 - MTRS Web Filter Software
 - APC Room Uninterrupted Power Supply (UPS) Systems
 - Main Office and Western Regional Office Security System
 - Service Desk Application BMC TrackIT
 - MoveIT! Secure File Transfer System

- ConnectWise Control Remote Control System (Screen Connect)
- Assists the Assistance Director with LAN and WAN administration on Windows Domain Controller Servers and, Dynamic Host Connection Protocol (DHCP) and Domain Name Services (DNS) under the supervision of the Director of Network Services.
- Assists the Technical Support Specialist II in providing general hardware and software support for Thin Client Workstations, laptops, and training for approximately 100 users.
- Serves as a backup for the Technical Support Specialist II as necessary.
- On a rotational basis (monthly) provides 24 x 7 emergency coverage for MTRS Network and, if required, follows MyTRS unscheduled outage procedures.
- Records and evaluates requests from MTRS staff using Service Desk tracking application.
- Performs security self-audits of systems access as required by management.
- Performs hardware and software analysis to identify and solve problems.
- Participates in Network Service Unit meetings to review and determine the priorities, schedule and resources needed for equipment repairs and/or software support.
- Performs MTRS security self-audits according to MTRS procedures for the network, building and applications.
- Assists NSU by testing and debugging agencies desktops, laptops, server hardware and systems software as directed by supervisor.
- Works closely with contractors and/or vendors, as directed, to complete technical service and support calls and requests.
- Works on assigned projects, as directed.

QUALIFICATIONS REQUIRED

- Follows the Comm of MA EOTSS security guidelines, standards, policies, and procedures.
- Maintains the security of highly sensitive and/or confidential data.
- Knowledge of Microsoft Office 365 and Windows Workstations.

- Experience working on personal computers, server hardware, and associated computer peripherals.
- Experience managing and maintaining Intuit Track IT Helpdesk system a plus.
- Experience working with documents imaging systems.
- Experience using technology to increase organizational effectiveness.
- Excellent problem-solving abilities.
- Excellent communication and writing skills, including the ability to explain technical concepts to a variety of audiences.
- Ability to work independently and in a team environment.

Required Education and Experience (satisfied in one of three ways)

- Bachelor's degree with a major in the field of computer science.
- Six to Eight years related professional work in the IT industry.
- MCSE: Core Infrastructure Certification (Exams 70-413, 70-744, 70-745).

Position Type and Expected Hours of Work

New hires are required to report to the office five days per week for 90 calendar days. Thereafter, they may apply for a hybrid remote schedule which is subject to Director review, approval and modification. Hours of work are flexible, but are generally, Monday through Friday, 8 AM to 4 PM (30 minute lunch). This position may require extended hours and weekend work.

APPLICATION PROCESS

Interested applicants must apply online through *MassCareers* at:

<https://massanf.taleo.net/careersection/ex/jobsearch.ftl?ftlcompclass=LoginComponent>

Applicants are required to submit a cover letter and résumé to Robert Fabino, Director of Human Resources and Legal Affairs, within the *MassCareers* portal. The cover letter must address why the applicant's background and training would make him or her a good fit for the position of Technical Support Specialist III with the MTRS. (See MTRS website for background at www.mass.gov/mtrs) Selected applicants will be invited to take a test after their interview to evaluate their basic technical support specialist skills.

The MTRS requires staff to have received the COVID-19 vaccination as a condition of employment. Staff are also encouraged to receive a booster. To be considered fully vaccinated, individuals must have received two doses of the approved Pfizer/Moderna COVID-19 vaccine or single dose of the Johnson & Johnson COVID-19 vaccine. Finalists will be given details about how to demonstrate receipt of vaccination.

The MTRS is an equal opportunity employer.